Excellence in healthcare starts with a foundation of inclusion, compassion and respect for our patients and each other.

At HCA Healthcare, we foster a culture where everyone is welcome, has a voice and receives equal treatment, regardless of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, or payment source or ability.

Diversity makes teams, companies and communities stronger. We recently appointed a chief diversity officer and formed an executive diversity council to bolster our work in this important area.

Our efforts to embrace diversity and inclusion are comprehensive and multifaceted, aligned along five dimensions:

- **Patients**: We are committed to providing all patients with equitable access to the highest quality culturally competent, patient-centered care. To do this, we focus on developing cultural competencies in our colleague base as well as increasing access to services for all who need them.

- **Colleagues**: We strive to foster an engaged and inclusive culture where colleagues can thrive. We are committed to strengthening the diversity of our talent pipeline at all levels and to accelerating the advancement of women and people of color in leadership.

- **Suppliers**: We intentionally engage with a diverse set of suppliers including small businesses owned and operated by women, people of color, veterans, and members of socially and economically disadvantaged groups.

- **Boards**: It is our priority to ensure our community boards and boards of trustees reflect the diverse communities we serve and include a wide range of backgrounds and perspectives.

- **Communities**: We continuously seek opportunities to cultivate and sustain community partnerships that deepen our understanding, broaden our reach and allow us to invest in healthier tomorrows for the communities we serve.

$1.2M

2019 investment in community partnerships that are specifically aligned to our diversity and inclusion efforts
Equity of Care

Our culture recognizes the diverse backgrounds of our patients, and we are committed to providing all patients with equitable access to culturally competent, patient-centered care.

- Our equity compliance coordinators across the organization undergo a robust and ongoing training program that supports their role in conducting regular reviews, ensuring we’re following the latest policies and procedures and developing a culture of inclusion.
- We deliver care in more than 170 languages and make sure that communication and language are not barriers to quality healthcare. We want every patient to feel empowered to make decisions about his or her healthcare.
- Our focus on access to services has resulted in strategies to increase access to our sites of care for those who are limited English proficient, deaf or hard of hearing, blind or have low vision, or have service animals. We have placed considerable emphasis on improving external web accessibility, which enables our patients with disabilities to navigate HCA Healthcare digital access points.

Diversity in Leadership

We believe diversity is a strength and that leaders within our organization should represent the diverse backgrounds of our patients, colleagues and communities. That’s why we’re working to increase the diversity of our leadership pipeline, particularly women and people of color, by accelerating advancement opportunities, hiring externally and helping diverse talent grow and thrive.

Veterans and Military Spouses

While unemployment in the U.S. is the lowest in years, military spouses remain unemployed at a disproportionately higher rate — about four times higher. We are a partner with the U.S. Chamber of Commerce Foundation in the “Hiring 100,000 Military Spouses” Campaign. In the past year, we have hired nearly 1,000 military spouses and pledge to hire 1,100 more in both 2020 and 2021. VIQTORY, a veteran-owned company that pairs military personnel and their families with civilian employment, has named us a top “Military Friendly Employer” for 10 consecutive years.

BRAVE Conversations

We want everyone’s voice and concerns to be heard, but sometimes there are issues people find difficult to discuss. In 2018 we launched BRAVE Conversations in response to colleague requests for a forum to share their thoughts on difficult topics to build understanding and inclusion. This well-received program has been recognized by Profiles in Diversity Journal as a 2018 Innovations in Diversity Award winner.